

California Public Utilities Commission
Consumer Service and Information Division

Water Industry
Consumer Contacts - Total Presented by Company and Category
July 2017

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Water Industry during the month of **July 2017**, broken down by the type of the contact (i.e. Category).

Table 1 - Water Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

| Utility Code | Utility Name | Billing | | | Not Regulated - No Jurisdiction | | | Policy & Practices | | | Public Purpose Programs | | | Rates | | | Service | | | Unknown/ Pending Assignment | | | Grand Total |
|----------------|---|---------|---------|-------|---------------------------------|---------|-------|--------------------|---------|-------|-------------------------|---------|-------|-------|---------|-------|---------|---------|-------|-----------------------------|---------|-------|-------------|
| | | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | |
| WTB206 | Alisal Water Corporation | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| WTA210, SWR210 | California American Water Company | 5 | 3 | 8 | 1 | - | 1 | - | 1 | 1 | - | - | - | 1 | 1 | 2 | 1 | - | 1 | - | - | - | 13 |
| WTA60 | California Water Service Company | 11 | 3 | 14 | 1 | - | 1 | 1 | - | 1 | - | - | - | - | - | - | 6 | - | 6 | 1 | - | 1 | 23 |
| WTB61 | Del Oro Water Co., Inc. | 1 | 1 | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| WTA133 | Golden State Water Company | 4 | 6 | 10 | 3 | - | 3 | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | 2 | 15 |
| WTA162 | Great Oaks Water Company | - | 1 | 1 | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| WTA346 | Liberty Utilities (Apple Valley Ranchos | 2 | 1 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | 4 |
| WTA314 | Liberty Utilities (Park Water) Corp. | 1 | 1 | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| WTD298 | Long Canyon Water Company | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| WTD426 | Pinon Valley Water Company | - | - | - | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| WTA337 | San Gabriel Valley Water Company | 3 | - | 3 | 1 | 1 | 2 | - | - | - | - | - | - | - | 3 | 3 | 1 | - | 1 | - | - | - | 9 |
| WTA168 | San Jose Water Company | 4 | 5 | 9 | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | - | - | - | - | 10 |
| WTA339 | Suburban Water Systems | 2 | 1 | 3 | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | 2 | 6 |
| WTC94 | Tahoe Cedars Water Company | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | 2 |
| Total | | 34 | 24 | 58 | 8 | 1 | 9 | 2 | 1 | 3 | - | - | - | 2 | 4 | 6 | 8 | 2 | 10 | 5 | - | 5 | 91 |